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Public Service Commission

June 19, 2009

Ms. Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW
Washington, D.C. 20554

Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

Enclosed is an original and four copies of Florida's relay complaint summary for the period of June 2008 through May 2009. Also enclosed is a compact disc containing the same complaint summary.

Florida received 84 complaints about the various types of services including CapTel. Each of the complaints were resolved within the FCC's time requirements. If you have any questions, please contact me at (850) 413-6974 or at bcasey@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert J. Casey".

Robert J. Casey
Public Utilities Supervisor

Enclosures (6)

cc: Arlene Alexander, FCC Consumer & Governmental Affairs Bureau
Division of Regulatory Compliance (Salak, Harvey)
Division of Service, Safety, and Consumer Service (Moses)
Office of General Counsel (Tan)

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Florida FCC Complaint Log 2009

Complaint Tracking for FL (06/01/2008-05/31/2009). Total Customer Contacts: 84

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/07/08	A voice customer said that the agent was very rude. The customer said that they could not hear the agent and when they asked them to repeat, the agent was rude. The complaint was made on 6/5/08 but the customer said the incident happened around June 2 or 3. The complaint was forwarded to the correct center. No follow-up was requested.	06/07/08	There is no such agent ID number.
2	06/09/08	A customer contacted Customer Service via email at 9:09 PM on 6/6/08 and stated: "She is very nasty and hateful to us, most times she won't let the calls go through and when she does put it through she is saying sarcastic remarks about my husband being deaf and in prison. Also she tells other operators not to answer him when he dials. Some complaints have been forwarded to the ADA concerning her making fun of the deaf. Family members are not deaf and we hear the awful insults." Customer Service replied via email that the report was sent to the call center supervisor. Follow-up was requested.	06/09/08	A supervisor coached the agent on proper call handling procedures and to always provide the best quality service. A follow-up email was sent to the customer on 6/9/08 letting them know the resolution.
3	06/16/08	A TTY customer's branding has changed from TTY to BRDU and they have been trying all week to find out how to fix it. The problem started 6/10/08. I apologized and opened a trouble ticket. No follow-up was requested.	06/16/08	Customer Service verified the branding. The only reason the branding may not have been updated is the ani.dat file wasn't updated on both call controllers. The issue is now resolved and the customer did not request follow-up.
4	06/16/08	Accuracy of captions	06/16/08	A customer shared feedback regarding the accuracy of captions. Customer Service advised them that it would be most helpful to have a sampling of what they are seeing to determine if the captioning is affected by phone line quality (dropping characters in the words) or actual CA performance. The customer was told that if she documents the date, time, sample errors and CA number, we can do specific follow-up with the captionist at the Call Center. We can also advise the customer whether their was caused by poor data connection quality or a CA at the Captioning Service. The customer chose not to provide specific follow-up.
5	6/17/2008	Billing - General	6/17/2008	Confirmed with the customer that the default relay carrier billing charges appear on his bill prior to customer's carrier of choice registration date, due to his home carrier of choice not being registered with CapTel. Explained to customer that now that he is registered, he will receive billing according to his home carrier of choice. Advised consumer of the many ways carrier of choice registration is brought to CapTel consumer's attention.
6	06/18/08	A caller requested that the agent not type recordings. The agent typed a short recording which stated that the number dialed was not accepting calls, because the agent thought it was important for the customer to know.	06/18/08	The Team Leader explained to the agent that she could understand why they were trying to be helpful in this situation, but to always follow customer instructions no matter what. The agent understood and apologized.
7	06/18/08	Technical - General	06/18/08	A long distance network problem was identified where calls were routed through an incompatible network using VOIP lines, causing data connection difficulties. The problem was resolved by technical support by routing calls through an alternate network. I confirmed with the customer that this remedied the circumstance.

8	06/26/08	A customer says that all of her calls through the relay service are garbled. She has tried to adjust the settings on her phone to no avail. Customer Service responded by apologizing for the problem and assuring her that we would turn in a trouble ticket. A trouble ticket was opened.	06/28/08	The Relay Program Manager will transfer this complaint to the correct Relay Program Manager who handles Florida. I attempted to reach customer 3 times on April 19 - there was no answer and no answering machine to leave a message. The trouble ticket explained the resolution. The Relay Program Manager attempted to call customer 3 times but there wasn't a way to leave a message.
9	6/27/2008	Billing - General	6/27/2008	Collected information and took appropriate action
10	06/30/08	A customer complained that the agent was playing games and typing slowly	06/30/08	A supervisor followed up with agent, who stated she had slowed her typing speed down to try and correct garbling from the TTY user. The typing on the agent's end was accurate. This was no agent error and no action was taken.
11	07/03/08	Around 8:45 PM a VCO customer called in requesting to speak to a supervisor regarding an issue of agents disconnecting his calls. The customer said that he is having difficult time trying to place calls and that seven times in the last hour agents disconnect him after saying that they cannot place a call from a correctional facility. I explained that I was unable to transfer this call to a specific supervisor and suggested that he should discuss this with Customer Service, which he declined. I also stated that I could not follow-up without Agent IDs being given. The customer wants a resolution, so this was referred to the account manager for follow up via mail.	07/03/08	No specific agent IDs were given for coaching. The supervisor walked around floor reminding agents about the proper procedure for handling correctional facility calls. The complaint was forwarded to the account manager for follow-up.
12	07/07/08	The customer stated that at approximately 2:45 PM today he got agent and provided the calling number. When he did not receive any response he provided the number a second time but there was still no response. The customer then typed "hello qq ga" and nothing was typed back. The customer had to disconnect the call and redial into relay, which he finds very frustrating. I apologized for the inconvenience and assured him that this will be forwarded to agent's direct supervisor.	07/07/08	No follow-up with the customer was required. The agent did not hang up on the customer. The computer did a "memory dump" in the middle of the call which automatically disconnects the call. This is a technical issue and not agent error.
13	07/14/08	Service - General	07/15/08	A customer shared feedback regarding the service of a specific captionist during some Spanish captioned calls. The Customer Service Representative apologized for the incident, thanked the customer for the feedback, and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved.
14	08/03/08	A TTY user said that this agent was very rude and refused to make a TTY to TTY call for him and told him he was calling from a jail. He tried to place this call approximately 12:50 PM. There were no customer notes indicating that the calling number was at a prison. I apologized and told him I would refer the complaint for follow-up. No follow-up with the customer was requested.	08/03/08	The complaint was forwarded to a supervisor for follow-up on processing calls and not arguing with customers. The agent was terminated for unacceptable behavior.

15	08/06/08	Disconnect/Reconnect during calls	08/06/08	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
16	08/07/08	A FL voice customer called to complain that he cannot reach his mother via FL relay. The line goes dead for 10 seconds and then he gets a recording informing him that long distance calls must be billed, and asking him to enter the number he is calling. He does not reach a live agent. He gets the same result whether calling the FL 800 number or 711. I apologized for the inconvenience and opened a trouble ticket. Follow up was requested.	08/07/08	I called the customer twice and there was no answer, then I was able to leave a message on voice mail. The customer has not called back. The trouble ticket explained the resolution. The Relay Program Manager left a message on voicemail and has not received a call back.
17	08/09/08	A customer attempted to call Florida Relay on August 8th 2008 from 9:00 PM to 11:00 PM and was unsuccessful. She kept getting a message telling her to hold for a relay agent, but was never connected to an agent. The customer needed to get through to her doctor and was unable to do so. She is asking for a letter explaining that the relay system was down to be sent to her and her primary care doctor. The Customer Service Representative apologized for the error and recorded the customer's and doctor's addresses so a letter might be sent. No follow-up was requested.	08/20/08	A letter was sent to the customer on 8/20 with an explanation of a significant increase in call volume during this time frame on 8/8 and an apology for the inconvenience.
18	08/11/08	A caller reported that they could not complete a call by dialing 711 on 8/9/08 at 5:27 PM. The Customer Service Representative apologized for the inconvenience and provided the 800 VCO number. A trouble ticket was entered on 8/11/08 and follow-up was requested.	08/11/08	I contacted the customer to let her know that a trouble ticket had been entered. I also explained the resolution: a technician contacted the LEC, since they route the 711 calls. The customer appreciated the contact and explanation and thanked me for all of my help.
19	08/13/08	A caller reported that the CA kept saying over and over, "speaker no good breaking down". It seemed that she wasn't paying attention and kept asking to repeat things. The Customer Service Representative apologized for the inconvenience and told him that a report would be sent to the call center supervisor. No follow-up was requested.	08/13/08	The complaint was forwarded to a supervisor for follow-up on possible equipment issues or paying attention to call. A supervisor spoke with the agent about the call. She remembered the call and said that it appeared that the hearing person's voice kept cutting in and out, as if they were on a cell phone, and she had to have them repeat. She wanted to let the TTY user know this to keep them informed. This appears to be a technical issue and not agent error, so no action was taken.
20	08/19/08	A TTY customer made a call through FL Relay on Friday 8-15-08 at approximately 4:00 PM ET to his doctor's office. The operator indicated that a male voice at the office made an appointment for him today Tuesday 8-19-08. When he arrived for his appointment, the doctor's office advised him that he did not have one and that they had never received a call from him via Relay last week. The TTY customer does not believe the Relay operator made the call and lied to him. I explained to the caller that Relay operators make all calls requested to each and every number. I also advised that a complaint would be entered regarding the problem he reported. The customer requests follow-up contact.	08/22/08	The complaint was forwarded to a supervisor for follow-up. This could have been a technical issue and the operator may have thought that the message was left. This agent was not working during the time of the call. The complaint closed as non-agent error.
21	08/28/08	A customer complained that only one French agent was available.	08/29/08	The caller was advised to transfer to English to process an English relay call.

22	08/28/08	A customer stated that when they dialed relay, they connected to the same operator on two different occasions, one hour apart. When the operator dialed the call, the customer was disconnected after 15 seconds on each occasion. The supervisor apologized for the inconvenience.	08/28/08	A Supervisor Assistant explained that the description indicates there may have been a technical issue at the workstation and requested information from the customer that would allow a technician to check for issues. The customer did not want to provide details or contact information for the technician. The supervisor apologized for the inconvenience and said the information would be passed to the center. A team leader met with the agent on 8/28/08 and went over proper disconnect procedures and that intentionally disconnecting calls can be a terminable offense. Also discussed that if calls are dropping due to technical problems that a supervisor needs to be notified immediately. The agent understands.
23	08/29/08	Service - General	09/02/08	A customer shared feedback regarding the service of some captionists during some Spanish captioned calls. The Customer Service Representative apologized for the incidents, thanked the customer for the feedback, and informed them that this information was shared with Captioning Service management so that the processing of Spanish captioned calls can be improved.
24	08/29/08	Disconnect/Reconnect during calls	09/02/08	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce their occurrence.
25	08/30/08	A customer complained that the FL TTY number could not be reached, there was only a beep and then a disconnect.	09/02/08	Customer Service tested the number on 9/2/08 at 8:20 AM and it was answered after one ring and is working perfectly.
26	08/30/08	This customer called in about problems connecting to their client, a TTY user. This has happened on several occasions but the most recent was August 30, 2008 at 7:36 PM CST. The person is upset about the inconvenience. Customer Service provided her with the Florida Relay number and recommended she try using that number directly instead of the 711 shortcut. It was also recommended that she try contacting her phone service. Follow-up was requested.	08/30/08	I contacted the customer for follow up, who reports "everything is fine; it's working". The customer is using cell phone and Info digits from Metro P are not sending. The customer's line was branded for Voice.
27	08/30/08	The customer complained that the agent did not keep the TTY user informed while processing a call using a prepaid calling card (i.e. recording playing, entering info, your balance is . . .)	09/05/08	I met with the CA and went over procedures on how to do a calling card call and how to keep the caller informed as to the steps being taken to complete call.
28	08/31/08	The caller reported that he could not reach a Creole agent and wanted Customer Service to try calling the Creole number.	09/02/08	A Customer Service Representative tried the number and reached an agent, but the customer was not satisfied with the result. Follow-up was requested from the Account Manager, who has dealt with this customer in the past. The Relay Program Manager emailed the customer on 9/8 and 9/12 to provide support and explain the reason for closing the customer's in-state call center. On 9/30, a Customer Service Representative explained to the Relay Program Manager that this customer has been rude many times, several times on many days, to Communication Agents and supervisors--using derogatory, abusive, and threatening language towards all Relay employees and then disconnecting the calls. After discussions with various team managers, it was decided to temporarily block this customer, especially given their prior history of such actions.

29	09/05/08	The customer complained that the agent did not keep the TTY user informed while processing a call using a prepaid calling card.	09/05/08	I met with the CA and went over call procedures for using a calling card and how to keep the caller informed on the steps taken.
30	09/09/08	The customer states that when French Creole agents take his calls, the computer seems to skip some text and letters are missing, making the conversation hard to read. This only happens on French Creole calls. Relay Customer Service responded by apologizing for the problem and assuring the caller that a trouble ticket would be turned in with the problem as stated. A trouble ticket was opened, no call back was requested but he would like the problem fixed.	10/09/08	Trouble ticket #6995777 has been filed. The on-site technician has indicated that there are no further problems.
31	09/10/08	Accuracy of captions	09/10/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for the incident, thanked the customer for the feedback, and informed them that this information was shared with the appropriate captioning service staff for follow up. I also suggested that the customer document the date, time, and CA number for more specific follow up.
32	9/12/2008	Billing - General	9/12/2008	Phone company reimbursed customer for the bill. Customer satisfied.
33	09/13/08	A customer placed calls today (9/13/08) at two different times where the greeting and relay were in Spanish. The caller prefers English. This also happened several months ago and the customer believes it is due to an "auto branding" and should be cleared by technical support for good this time. The customer also wants a note in his profile making it clear that no changes should be made to his profile without specific instructions and consent. I apologized to the customer, selected English as the language preference in GUI, and made a note per the customer's instructions. I also informed the customer that the problem would be sent to technical support for resolution. Follow-up was requested.	09/13/08	I checked the customer's database profile to be sure English was selected as the answer type. A note was put in place per customer instructions.
34	09/14/08	A customer experienced multiple disconnects while placing calls through relay. As soon as the operator's greeting was received, the call would end. I apologized to the customer and informed them that this issue would be forwarded to technical support for resolution. Follow-up was requested.	09/14/08	The disconnects were a result of the call coming in Spanish instead of English. The database profile was updated per customer request to select English as the preferred language. The customer was contacted via email as requested.
35	09/20/08	A customer called complaining that they were unable to reach a Creole Agent in the Jacksonville Center. They wanted the complaint documented because they are unhappy with the switch over from the Miami Center. When there was a Miami Center, they were always able to get Creole Agents, but he says now he never gets one. The Customer Service Representative apologized for the unavailability of a Creole Agent in the Florida Center and listened to the Caller's complaints. The caller requests follow-up by email.	09/20/08	The Relay Program Manager provided support and answers to this customer; however, after discussion with various team managers, it was decided to temporarily block this person from using the Relay service since they continued to use derogatory, abusive, and threatening language to all Relay employees, despite frequent attempts to explain via phone and email that this is not tolerated.

36	09/29/08	A VCO customer reports that she is unable to properly connect with FL Relay and waits on line for long periods of time before reaching an operator and sometimes gives up. The customer previously reported this problem on 9-23-08 and stated that they need the problem fixed now. The previous customer complaint and trouble ticket had been entered on 9-23-08. The customer stated they were contacted by someone and advised they were working on the problem. A trouble ticket was opened and the customer requests contact ASAP.	04/22/09	I called the customer twice and there was no answer. I called again and was told that the customer no longer lives there. The trouble ticket explained the resolution. As the previous representative mentioned, the customer no longer lives at this number.
37	10/05/08	The customer states that the agent refused to connect his call; he attempted to connect TTY to TTY then hung up on outbound. He said he wouldn't make any more calls, as this has been going on for a while; it keeps hanging up. The voice never initiates the calls - they are always the outbound. I apologized and said that the call would be followed-up on. I asked if there was anything else we could do for him. A follow-up call is requested at 3:00 PM.	10/05/08	The agent is no longer with the company.
38	10/07/08	Technical - General	10/07/08	Technical support added this new area code/prefix combination to the system database, allowing the customer to successfully complete a captioned call through the Captioning Service.
39	10/08/08	A FL TTY customer states they requested to be transferred to Spanish, but were transferred to Customer Service instead. Customer Service apologized and no follow-up is needed.	10/08/08	The agent was coached on paying careful attention when transferring customers.
40	10/08/08	A customer complained that captions stop in middle of calls.	10/08/08	I advised the customer that the captioning assistant experienced no audio during this call, so sent a technical message noting difficulty and to hang up and try the call again. A subsequent test call yielded great captions and the issue is resolved.
41	10/15/08	A customer says she can no longer make long distance calls to her son or daughter when using the FL Relay Service. Relay Customer Service responded by apologizing for the problem and assuring her that a trouble ticket would be sent to further investigate the problem. A call back was requested and a trouble ticket was opened.	10/26/08	The trouble ticket indicates that "the ticket was transferred to me on 11/3. I contacted the customer and son/daughter and they stated that the problem has been resolved." This contact was closed.
42	10/20/08	A customer emailed to complain that the CA "lied to me and my husband and then hung up on us. My husband has this on his print-out from his TTY. She refused to connect us TTY to TTY and told my husband that I said the TTY user was unavailable. This is not true." She said her husband would send the tape to the ADA. The date and time of call were not provided. The Customer Service Representative replied that the report would be sent to the call center supervisor and if the callers could fax a copy of the TTY tape we would appreciate it. I provided fax number. Follow-up was requested.	10/20/08	The complaint was forwarded to a supervisor for coaching on disconnecting calls and TTY to TTY procedures. A supervisor met with the agent and coached them on the proper procedures for connecting TTY to TTY calls and explained that is the agent is unsure how to process any call to ask for assistance. Follow-up completed by supervisor David P. on 10/24/08 via email.
43	10/24/08	Technical - General	10/24/08	After the telephone carrier identified and corrected a technical issue with the number the customer was trying to call, the user can now reach that number when dialing with captions.

44	11/03/08	The customer complained, "Operator typed horribly slow. Operator would not type certain phrases to mom causing confusion during the call. Kept typing extremely slow, kept pacing. Outbound user complained about her spelling. When I requested a supervisor she said one was not available." I apologized to the customer and assured them the information would be forwarded to the appropriate supervisor	11/03/08	A team leader met with the agent on 11/3/08. The agent was informed that they are expected to meet the 60 WPM typing speed and at least 85 percent accuracy on all calls. The agent was told that if they are experiencing problems with processing a call to notify a supervisor immediately and they understand.
45	11/08/08	This user complained that for the past 2 months the voice person has not been able to call her friend using FL relay as the call will not go through. The out dial makes funny tones and the call cannot be connected. This caller was also branded VCO, but is a hearing person who calls a VCO user. I apologized for the inconvenience and took her information down. I also changed her device status in the database back to voice and changed her long distance carrier to her new one. The customer requests a follow-up call	11/12/08	The issue was assigned to Customer Service for further investigation. A trouble ticket was turned in on this problem. This complaint was transferred to the right Relay Program Manager who handles Florida. I left 3 messages on voicemail but did not hear back from the customer.
46	11/13/08	Technical - General	11/13/08	Customer Service has determined that the network is classifying this user's call as coin/non-coin/unknown. The CapTel platform was modified to accept this network classification for a residential user
47	11/24/08	Accuracy of captions	11/24/08	A customer shared feedback regarding the accuracy of captions. The Customer Service Representative apologized for incident and thanked the customer for bringing their experience to our attention. Customer Service suggested that the customer document the date, time, and CA number of any future calls to allow us to take specific action with the CA captioning the call. The customer chose not to provide specific examples at this time.
48	11/25/08	The customer complained, "Me and my family have tried all weekend to contact my mother. Her phone number is xxx-xxx-xxxx. When we dial the Spanish Relay the line just rings and rings but no one answers. Why is no one answering the FL Spanish Relay number? The number we called is FL Relay Spanish 1-877-955-8773." The customer requests follow-up.	11/25/08	I apologized to the customer and informed them that the issue was documented and would be looked into. A supervisor suggested disconnecting and trying again, as we had FL Spanish agents available at the time his complaint was taken. The customer said "ok" and then disconnected.
49	12/01/08	A FL TTY customer says he cannot get connected to two local numbers calling through the relay via 711. The calls are both local. Relay agents tell him the numbers "keep coming up silent". I apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	12/01/08	A message was left on a TTY answering machine on April 19 at 12:05 asking the customer to call back. 2 more messages were left on the answering machine and customer has not returned the calls. The trouble ticket explained the resolution. As the previous representative stated, 3 messages were left on the customer's answering machine on different days and times and the customer has not called back.

50	12/01/08	At 12:15 PM a customer stated that he is experiencing difficulty connecting to his family members at two separate telephone numbers. The operator would dial out to either silence or to ambulance tones. The customer stated that he tried 711, the FL 800 relay number, and also FRS but couldn't get through to the two numbers. The customer database indicates the long distance Carrier of Choice as Bell South, predetermined paid by Inbound. I apologized to the customer and a trouble ticket was completed on this issue. The customer wishes follow-up via fax.	12/01/08	The trouble ticket explained the resolution. I left messages for the customer and have not received a call back.
51	12/02/08	A voice customer stated that she is unable to call her mother via FL Relay due to getting a busy signal but the number rings when dialed directly without Relay. I advised the customer that a trouble ticket and complaint would be entered. A test call was made from Relay Customer Service with an office desk phone and the line was busy. A trouble ticket was opened. Customer requests contact asap.	04/22/09	2 messages for the customer were left on voice mail. I called again and there was no answer or voice mail so I was unable to leave another message. The trouble ticket explained the resolution. Also, as the previous representative stated, voice messages left on the customer's answering machine were not returned.
52	12/09/08	Consumer education - USB	12/09/08	I provided the customer with information on the CapTel phone USB model.
53	12/09/08	Accuracy of captions	12/09/08	A customer shared general feedback regarding the accuracy of captions on their Spanish call. The Customer Service Representative apologized for the incident and thanked the customer for bringing their experience to our attention. General feedback as received was passed on to Call Center Management. The Customer Service Representative suggested that if customer documents the date, time, and CA number of any future calls, we can take specific action with the CA captioning the call. The customer chose not to provide any follow-up detail.
54	12/16/08	The customer states that when they call the number, they receive a loud siren sound. This also happens when calling other numbers with xxx area code. On voice to TTY calls there is a lot of garbling. Voice messages aren't being left on his TTY answering machine. 711 is not working correctly. The customer says a Customer Service Representative previously told his son to set analog to digital but the customer does not understand what that means. He reminded Customer Service that they have not returned his last two service complaints they submitted to technical support last month, and states that he does receive automatic answering calls on TTY. The customer requests follow-up via phone.	12/16/08	A trouble ticket was entered regarding the complaints listed. Unable to make contact with the customer at 12:40 PM and 12:55 PM. Referred to a Customer Service Representative for further questions/inquires regarding the type of TTY being used. Left a message on a TTY answering machine on April '9 at 12:05 PM for customer to call back. Left 2 more messages on answering machine but the customer has not called back. Trouble ticket explained the resolution. As previous representative stated, left 3 messages on customer's answering machine but customer has not called back.
55	12/19/2008	Billing - General	12/19/2008	Discussed billing and took appropriate action.
56	12/19/08	Service - General	12/19/08	I advised the program outreach trainer that a severe snow storm impacted staffing at the Captioning Service and confirmed that a customer's wait time was slightly longer than normally experienced. I advised that customers should let the call ring a few moments longer than the usual few seconds.

57	12/22/08	A FL voice user called to complain that he was receiving harassing phone calls through Sprintip. The Customer Service Representative apologized and no follow-up was requested	12/22/08	The Customer Service Representative explained the use of relay and provided instructions on further handling of phone calls. The customer did not request follow-up.
58	12/29/08	Disconnect/Reconnect during calls	12/29/08	I sent the customer information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent a letter with tips to reduce the occurrence.
59	12/29/2008	Billing - General	12/30/2008	Customer was referred to Sprint to address long distance charges imposed by the default Relay provider in order to seek possible reimbursement. Customer's preferred long distance carrier was not registered with CapTel, but was registered upon contact with us. Customer expressed appreciation for this assistance.
60	01/02/09	A supervisor came on the line, but the customer had not requested a supervisor. They explained that they were dissatisfied with the way the agent was handling the VCO call. The customer said that either the agent did not know how to process VCO calls or was badly trained. Then there was a click and the line went dead. The customer stated they called back into relay and requested him the supervisor by name and asked him why he had hung up. The supervisor said he did not hang up, that the line simply disconnected. The customer said that they had worked in relay for some time and did not know for the calls to unexpectedly "disconnect". The customer said, "I told him I was not happy with him (his tone was very short and he sounded upset) and was not happy with the 'line disconnected' comment. We hung up." This customer prefers email responses and stated they would like follow with this and e-mail would be best. Customer would like follow up via phone.	01/02/09	The Relay Program Manager emailed the customer on 5/14 and left a voice message on his answering machine on 5/15 at 2:30 PM, inquiring if our Relay services have been satisfactory lately and to please email or call back. RPM made third attempt to contact customer and on 5/18 at 11:25 am, left a final voice message on answering machine with email address and call-back number.
61	01/02/09	A FL Voice user states that they have many problems while using Florida Relay, but the main one is that the relay operator was rude and interrupted the caller. The customer states that the supervisor also had a tone that was very short and sounded upset. Customer service received this complaint via email and apologized in a return email, assuring the caller that this would be looked into by the Program Manager. The customer would also like a follow up by the Program Manager via email.	01/02/09	The Relay Program Manager called the customer, apologized, and briefly explained about the Relay service.
62	01/12/09	This customer states that he cannot place international calls using his Verizon long distance. In the past, his database was altered to allow long distance calls to go through with "local override" due to a bug in the system with Verizon international long distance. Customer Service responded by explaining that the development team had informed Customer Service that the bug had been fixed and re-entered Verizon for international long distance in the Customer Database profile on 1/9/09. Due to this change, calls would not complete on 1/11/09. A trouble ticket has been entered by Customer Service and follow-up was requested.	01/12/09	A technician worked on and completed this issue on 1/13. They were unable to duplicate the issue, as test calls completed with no issues. On 5/8 at 4:30 PM, the customer was called and there was no answer. The Relay Program Manager called the customer on 5/11 at 11:10 AM and there was no answer. The Relay Program Manager called the customer on 5/14 at 3:55 PM and 5/15 at 2:05 PM but was not able to get a hold of them. Since Customer Service has not received further complaints from this customer and since we have not been able to get a hold of this customer after three attempts, it is assumed that Relay services have been working well.

63	01/13/09	A voice customer is unable to dial out via the relay, the number shows as an unknown location so relay cannot dial out. I apologized and opened a trouble ticket. No follow-up was requested.	01/13/09	A technician worked on this issue on 1/14 and reports it is "...fixed with the recent VNH updates."
64	1/16/2009	Billing - General	1/16/2009	Changed phone company billing code for customer's long distance provider in our system due to long distance company changing to a different billing code. This change will ensure customer receives billing per their home account arrangement.
65	01/30/09	A customer reports that captions stop in middle of a call	01/30/09	A customer shared feedback regarding captions stopping during a call and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. Investigation identified that the call had a trouble ticket indicating difficulty at the CA's work station. The customer acknowledged receiving the message, "Sorry experiencing technical difficulties please try your call again." This issue was resolved by center personnel immediately.
66	02/02/09	Consumer education - USB	02/02/09	Discussed the option of CapTel USB to have larger-sized text
67	02/05/09	Disconnect/Reconnect during calls	02/05/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent an email with tips to reduce the occurrence.
68	02/12/09	A FL TTY user has been unable to make outgoing calls through relay for the past week. When she tries she gets a message that says, "Cannot proceed with out dial. Could not out dial, invalid calling party number." The customer called their LEC, who said everything is fine on their end. I apologized for inconvenience and opened a trouble ticket. Follow-up was requested.	02/12/09	On 2/13 a technician said: "The number is a valid number (Brandon, FL), forwarding ticket to Development to have the database updated." The database has been updated and the Relay Program Manager called the customer via their TTY number and was not able to leave a message. The Relay Program Manager called the customer via voice on 5/11 at 11:10 AM and left a message. The Relay Program Manager called the customer a 3rd time on 5/14 at 2:35 PM and left a final message on the voice answering machine, saying that it is assumed that relay services have been performing satisfactorily since we updated the database and have not heard further complaints.
69	02/25/09	A VOIP TTY customer reports that their location shows as "unknown" to Relay. The customer gets an "invalid number" message that intererues with Relay out dialing. I apologized and opened a trouble ticket. Follow-up was requested.	02/25/09	At 12:35 PM I left a message for the customer to return the call. A female stated that she doesn't know if the issue has been resolved. On 3/5, a technician updated the VNH successfully. The Relay Program Manager originally called customer via TTY about another complaint, as TTY was stated as the customer's preferred choice of communication; however, on this complaint they said to call back via voice. The Relay Program Manager called the customer on 5/8 at 4:50 PM via voice and left a message on an answering machine asking them to call back. The Relay Program Manager called the customer on 5/11 at 11:10 AM and left a voice message inquiring if relay services were satisfactory and requesting a call back. The Relay Program Manager called the customer a 3rd time on 5/14 at 2:35 PM and left a final message on the voice answering machine saying that it is assumed that relay services have been performing satisfactorily since we updated the database and have not had any further complaints from this customer.

70	03/10/09	Accuracy of captions	03/10/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call detail information was shared with Call Center management for follow-up with the CA by their supervisor. This was conveyed to the customer and they noted appreciation of the follow-up.
71	03/12/09	Accuracy of captions	03/12/09	A customer shared feedback regarding the accuracy of captions and provided specific call data. The Customer Service Representative apologized for the incident and thanked the customer for the feedback. The call detail information was shared with Call Center management for follow-up with the CA by their supervisor.
72	03/23/09	Captions lag too far behind voice	03/23/09	A customer reported that on a scripted recorded call she experienced additional seconds of delay with the captions. The Customer Service Representative apologized for the incident and investigated it. A fast paced script resulted in extra seconds of delay as the captionist transcribed. The CA number was reported to their supervisor for monitoring and assistance. The customer's experience does not impact compliance with FCC rules for 60 WPM text transmission.
73	03/26/09	Technical - General	03/26/09	At 12:40 PM a major network supplier CapTel relies on experienced difficulties that impacted some CapTel calls. At 3:15 PM, CapTel's supplier re-established its link, allowing all calls to be routed and processed normally. Daily service level was met as only some calls were affected. The customer confirmed ability to make their call.
74	03/27/09	Disconnect/Reconnect during calls	03/27/09	The customer was sent information explaining the difference between a CapTel phone and a traditional phone. I explained to the customer why disconnection/reconnection might be occurring and sent tips to reduce the occurrence.
75	4/1/2009	Billing Issue - Calling Card - unable to use	4/3/2009	CapTel Customer Service has determined that this user's calling card provider is routing the call through a VOIP network not compatible with CapTel. As an interim solution, CS mailed a prepaid calling card to customer to provide this consumer time to obtain a different company's calling card.
76	04/08/09	The customer reports that the operator did not follow his instructions on 4/8/09 at approximately 7:40 AM. His daughter's phone number is in the Relay database and he relies on the operator to know how to access his frequently dialed numbers. I apologized and explained that the supervisor will be notified. No follow-up was requested.	04/08/09	The frequently dialed numbers procedures were reviewed with the agent.
77	4/16/2009	Billing - General	4/17/2009	Discussed billing and took appropriate action.

78	04/17/09	Accuracy of captions	04/27/09	The customer shared general feedback regarding the accuracy of captions. The customer was asked for any specific detail that would help Customer Service follow-up with the Call Center personnel. The customer followed up days later and shared an example of 2 word errors. The Customer Service Representative apologized for incident and thanked them for bringing the specific information to our attention. The feedback as received was passed on to Call Center Management. The Customer Service Representative educated the consumer about how text is generated using voice recognition rather than typing, and that corrections will appear in < > brackets after a word error. The customer acknowledged that a correction was received during the call and expressed satisfaction with the details shared.
79	04/20/09	Accuracy of captions	04/22/09	A customer shared an example of a word error from a call that confused her. The Customer Service Representative apologized and thanked the customer for bringing their experience to our attention. The Customer Service Representative also educated the consumer on how text is generated using voice recognition, and that errors caught will appear in < > brackets after the error. The customer acknowledged that a correction was received during the call. The customer was encouraged to ask other the other party for clarification when desired to verify what was said, noting she can do so at any time during the caption transmission. The customer was satisfied with the support details shared.
80	04/22/09	Customer Complaint: The caller reported that when he dials the FL Spanish relay number, it is answered in English; and when he dials the English number it is answered in Spanish. He does not want his calls to have to be transferred each time to get the proper language. He is bilingual and makes calls through relay in both Spanish and English. He requested a trouble ticket be entered as was done in the past to correct the problem. The Customer Service Representative apologized for the inconvenience and told him the trouble ticket would be entered. He requested to be contacted via email with the resolution.	04/22/09	A technician stated on 4/27 "Per state contract, we have to do last-number branding look-up. I'll refer this to over to the business. The only possible solution that can be done is to request that a separate toll-number be set up for this customer or a design change which would have to come from the business side." The Relay Program Manager emailed technician on 5/8 for additional support. On 5/9, IT said: "We are currently fulfilling last-number branding look-up per state contracts. Since the customer is bilingual & if the customer wants an English agent but previously dialed in Spanish, the next call would route to Spanish per the state contract requirements & not English. In order to accommodate this customer's requirements in place of the stated contract and original requirements, it would require a new card to be opened for funding, new coding requirements & development work. The only other solution is loading separate toll-free numbers for the customer and route one to Spanish and one to English and not do branding look-up on these numbers." The Relay Program Manager emailed the customer on 5/11.
81	05/06/09	On 5/3/09 a voice caller stated she was on the phone with an elderly TTY user at approximately 615 PM EST when she asked the operator to repeat what she had just read. The operator rudely said they would not repeat and then the operator hung up on both the voice and TTY users. The voice customer wants a call back to confirm that the complaint reached the appropriate supervisor. I apologized and assured them that the complaint would be forwarded to the appropriate contact. Follow-up was requested.	05/06/09	I met with the CA on 5/12/09. The CA remembered call and stated that the voice person wanted them to repeat information that had occurred earlier in the conversation. When the CA told the voice person that they no longer had that information, the voice person replied, "Well you are the only operator who doesn't." The CA said the voice person became very upset and hung up. The CA denied hanging up on them and it appears to me that the CA was following proper procedures. The Relay Program Manager, Operations, and the customer had several email communications about this; the last email to the customer on 5/14 stated: "[Sprint is] working with our Operations team on a different solution. This may take time because Sprint is already fulfilling the State of Florida's contractual requirements, so this is something that will take time to develop a new procedure--something 'extra' we are doing outside of our normal duties. [Sprint will] keep you posted." Since the state relay requirements are being met, this complaint is considered closed, yet Sprint will continue working on this new feature as an added bonus.

82	5/7/2009	Billing Issue - Calling Card - unable to use	5/7/2009	Investigated and informed customer that the calling card they are trying to use is going through an incompatible VOIP network thus preventing the call from connecting to the CapTel user. Provided an interim solution for the customer, and advised using a different calling card.
83	5/8/2009	Technical - General	5/8/2009	Customer reported a one-time isolated incidence where captions were not present. Investigated and explained to customer that captions failed to appear on a call due to a technical issue at the captionist's workstation. Apologized for this incidence. Customer was advised he can turn captions off and on again while still on the call to re-connect to the center and a new captionist. Customer satisfied.
84	5/18/2009	VCO customer states the agent doesn't pay attention to instructions and always does the opposite of what is requested. This time she requested that he save the msg and he deleted the msg from voice mail. This call took place 5/18/09 at approximately 6:00 PM CT. Apologized. No follow up requested.	5/20/2009	Team leader met with agent. Agent did remember this call and remembered accidentally hitting the incorrect key. Agent informed the caller of the mistake and verified all information as requested by the customer and then transferred them to customer service at their request. Went over call procedures and stressed the importance of following customer instructions at all times. Agent understands.

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